

COURSE IMPLEMENTATION DATE:	September 1996
COURSE REVISED IMPLEMENTATION DATE:	September 2007
COURSE TO BE REVIEWED:	March 2011
(Four years after PAC final approval date)	(MONTH YEAR)

OFFICIAL COURSE OUTLINE INFORMATION

Students are advised to keep course outlines in personal files for future use.

Shaded headings are subject to change at the discretion of the department and the material will vary - see course syllabus available from instructor

FACULTY/DEPARTMENT:	Library and Information Technology Program	
LIBT 140	LIBRARY PUBLIC SERVICES	3
COURSE NAME/NUMBER	FORMER COURSE NUMBER	UCFV CREDITS
	Introduction to Reference Services	
	COURSE DESCRIPTIVE TITLE	

CALENDAR DESCRIPTION:

This course is an introduction to reference services offered in information centres and libraries. Students will closely examine basic reference sources (both print and electronic) used to answer customer queries. In addition, students will explore topics central to reference service that include philosophy of service, readers' advisory, reference interviews, and customer interaction and management. Students will develop search skills in order to effectively meet the needs of customers with information requests.

PRE or Co-REQUISITES: **LIBT 115 and admission to the Library and Information Technology program**
 COREQUISITES:

SYNONYMOUS COURSE(S)	SERVICE COURSE TO:
(a) Replaces: _____ (Course #)	_____
(b) Cannot take: _____ for further credit. (Course #)	_____
	(Department/Program)
	(Department/Program)

TOTAL HOURS PER TERM:	39	TRAINING DAY-BASED INSTRUCTION
STRUCTURE OF HOURS:		LENGTH OF COURSE: _____
Lectures:	39 Hrs	HOURS PER DAY: _____
Seminar:	Hrs	
Laboratory:	Hrs	
Field Experience:	Hrs	
Student Directed Learning:	Hrs	
Other (Specify):	Hrs	

MAXIMUM ENROLLMENT:	36
EXPECTED FREQUENCY OF COURSE OFFERINGS:	1 section per year
WILL TRANSFER CREDIT BE REQUESTED? (lower-level courses only)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
WILL TRANSFER CREDIT BE REQUESTED? (upper-level requested by department)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

AUTHORIZATION SIGNATURES:

Course Designer(s): _____ Jan Lashbrook Green	Chairperson: _____ (Curriculum Committee)
Department Head: _____ Christina Neigel	Dean: _____ Karen Evans
PAC Approval in Principle Date: _____	PAC Final Approval Date: Mar. 30, 2007

LEARNING OBJECTIVES / GOALS / OUTCOMES / LEARNING OUTCOMES:

Upon successful completion of LIBT 140, the student will:

1. Analyze reference requests and determine the appropriate responses.
2. Use appropriate reference tools to effectively and efficiently answer questions from all subject areas.
3. Select and evaluate reference materials.
4. Prepare and effectively use readers' advisory tools.
5. Describe the characteristics of the main types of information and reference sources used in the library.
6. Discuss the philosophy of reference service.
7. Discuss a range of issues pertaining to reference service and customer service.
8. Create and use effective search techniques for answering questions in the library.

METHODS:

Classes will consist mainly of lectures, guest presentations, videos, group discussions, and learning activities.

PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR):

Credit can be awarded for this course through PLAR (Please check:) Yes No

METHODS OF OBTAINING PLAR:

The following approaches to PLAR may be considered (but not limited to): portfolio, demonstration, interview, examination, etc.

TEXTBOOKS, REFERENCES, MATERIALS:

[Textbook selection varies by instructor. An example of texts for this course might be:]

Ross, Catherine Sheldrick, Kirsti Nilsen and Patricia Dewdney. Conducting the Reference Interview: A How-To-Do-It Manual for Librarians. New York: Neal-Schuman, 2002.

SUPPLIES / MATERIALS:

Current secondary electronic storage media.

STUDENT EVALUATION:

[An example of student evaluation for this course might be:]

Assignments 50%

Midterm exam 25%

Final exam 25%

COURSE CONTENT:

[Course content varies by instructor. An example of course content might be:]

Libraries, archives, and information centres as public service organizations.

Techniques for dealing effectively with customers in these institutions.

Information retrieval techniques for answering basic queries.

Readers' advisory tools and techniques.

Evaluation of reference sources.

Organization of information.

Reference interview skills.

Public relations.